

# WELCOME GUIDE





DEPARTMENT OF THE ARMY  
HEADQUARTERS, JOINT MULTINATIONAL READINESS CENTER  
UNIT 28216  
APO AE 09173-8216

AETT-OGC-CO

21 October 2024

MEMORANDUM FOR NEWCOMERS

SUBJECT: Welcome to the Joint Multinational Readiness Center

1. I would like to take an opportunity to welcome you to the Joint Multinational Readiness Center (JMRC). JMRC is located in the heart of Bavaria in Hohenfels, Germany. The Soldiers, Civilians and leaders of JMRC and Hohenfels are among the most highly respected training professionals and warriors in the world. You have been selected because of your proven performance in the past and will be responsible for setting and maintaining the highest standards in the Army Profession. As a member of JMRC, you will help prepare U.S. Joint and Multinational forces to build and sustain readiness to be able to fight and win.
2. To ensure your transition to JMRC, we conduct monthly Newcomers Briefings. This briefing gives the Command Sergeant Major and me a chance to meet you and provide information on the JMRC mission, our training center capabilities, and expectations.
3. The Hohenfels Community is committed to providing excellent service and the best quality of life for Soldiers and their Families. We are a small, tight-knit community that can provide every service and recreational opportunity you and your family may need during your tour.
4. Your sponsor will be in contact with you shortly to help facilitate a smooth transition for you and your family to the Hohenfels Community. Please review the information items included in this packet to prepare you and your family for their transition to Europe. If you have any questions, please feel free to contact us at DSN 522-5926 or 011-49-09472-83-522-5926.

A handwritten signature in black ink, appearing to read "C. Donaldson".

CHRISTOPHER K. DONALDSON  
CSM, USA  
Command Sergeant Major

A handwritten signature in black ink, appearing to read "Chris J. Kirkpatrick".

CHRIS J. KIRKPATRICK  
COL, AR  
Commanding

# PCS Guide to JMRC

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# Before You Arrive

## Five Things to Get Started on Right Away

1. Command Sponsorship. Ensure dependents are eligible for a fully-funded move overseas.
2. Passports and Visas. Learn which travel documents are required before PCSing overseas.
3. Hotel Reservations. On-post lodging is in short supply. Do not wait for orders to reserve lodging!
4. Overseas P.O. Box. Keep up to date with your mail by setting up your P.O. box ahead of time.
5. Child and Youth Services (CYS) & School Registration. Be ahead of the class and start your CYS and school packets now.

## Five Things to Keep in Mind

1. Storing and Shipping HHG. Learn to split your HHG into various shipments to get settled in sooner.
2. Driving Overseas. Know what to expect when shipping your POV overseas.
3. Electricity Overseas. Stay current on German vs. U.S. electricity.
4. Traveling with Pets. The Army may cover expenses for only one pet, for up to \$2,000.
5. Cell Phones & Staying in Touch. Learn about cell phones and staying in touch while overseas.

## Command Sponsorship

In simple terms, Command Sponsorship means that Family members are approved to accompany the Service Member Outside the Continental U.S. (OCONUS) for the length of his or her tour. Command Sponsorship of dependents is not guaranteed. However, Soldiers must apply for Command Sponsorship, which includes an Exceptional Family Member Program (EFMP) screening of each family member, and then obtain approval from your Soldier's gaining command in Europe prior to traveling overseas with family.

Command Sponsorship Packet:

1. PCS Orders
2. DA 4187 Command Sponsorship Request Form
3. Soldier Talent Profile (STP)
4. DA 5888 Family EFMP Form with EFMP Stamp (or DA 5888-1 if in remote area requiring civilian doctor) o DD 2792 (if Medical EFMP Plan needed) o DD 2792-1 + IFSP/IEP (if Education EFMP Plan needed) NOTE: EFMP Form is valid for 1 year once stamped.
5. Copy of Marriage and Birth Certificates of dependents
6. Proof of child custody court documents (Minors must reside with Soldier a minimum of six months per year.)

## *Am I Command Sponsored?*

After applying for Command Sponsorship, PCS orders will be amended to include either:

**Accompanied Tour (with dependents)** - An accompanied tour means that Command Sponsorship is approved for your family, and you are eligible for a fully-funded move overseas as well as for other benefits. The full name of each Command Sponsored dependent must be listed on your assignment orders. Orders will indicate the type of dependent travel:

- Concurrent travel (with or within 60 days of Soldier)
- Deferred travel (61 or more days after Soldier)

**Unaccompanied Tour (without dependents)** - An unaccompanied tour means that Command Sponsorship of dependents is denied. Denial of Command Sponsorship is often due to a duty station location with limited family resources or insufficient support for dependents with special needs.

### **What benefits does it provide?**

Only Command Sponsored dependents are authorized:

- No-Fee Passport
- Travel: Soldier receives travel allowances and reimbursements for Command Sponsored family
- Cost of Living: Soldier receives special overseas allowances at a higher “with dependent” rate  
HHG Shipment: Soldier receives a higher “with dependent” weight allowance for household goods.
- Housing Eligibility
- Attendance at DoDEA schools (non-Command sponsored children may attend if space is available)
- Access to on post services and facilities such as postal service, Commissary, PX, & health clinic
- Employment: Dependents must be Command Sponsored to apply for employment on post

### **Application**

After receiving a Request for Orders (RFO) or actual assignment orders, Soldier should immediately request Command Sponsorship of each dependent. Family members will complete an EFMP screening as part of the application. Family members must be granted Command Sponsorship before traveling overseas.

1. Attend Levy Brief and Start Packet- Before PCS orders are issued, Soldier must schedule to attend a levy brief. The levy brief is where most Soldiers start the Command Sponsorship application for their dependents. Levy briefs provide instructions for PCSing and cover topics such as:

- Command Sponsorship application process
- No-Fee Passport
- Overseas travel/pay allowances
- Booking travel
- Shipping household goods (HHG) & vehicles
- PCSing with kids or pets

2. Complete EFMP Screening- Before your family can be approved for Command Sponsorship, each family member must complete an EFMP Screening of their medical records to ensure that new unit can support family's needs. **This process can take up to 90 days, so start right away!**

3. Review PCS Orders- If Command Sponsorship of your family is approved, review PCS orders to:

- Ensure each dependent's name is listed correctly.
- Check if family travel is deferred or concurrent.

### **Enterprise Exceptional Family Member (E-EFMP) Program**

The EFMP is a mandatory enrollment program that assists active-duty military Families who have a Family member that has been identified as having special medical and/or educational needs. The special needs are documented through enrollment in the EFMP utilizing the DD Form 2792 (Family Member Medical Summary). The EFMP works with other military and civilian agencies to provide comprehensive and coordinated community support, housing, educational, medical and personnel services.

#### **What is an Exceptional Family Member?**

An Exceptional Family Member is a Family member (child or adult) with any physical, emotional, developmental, or intellectual disorder that requires special treatment, therapy, education, training, or counseling.

#### **How does a Soldier enroll in the program?**

The Soldier contacts the nearest Army medical treatment facility EFMP point of contact to begin the assessment process and obtain the enrollment forms. Once the forms are completed, they are forwarded to the appropriate regional medical command for coding. The regional medical command enrolls eligible Active Army Soldiers in EFMP.

#### **Does enrollment have any impact on the Soldier's career?**

Enrollment in EFMP does not adversely affect selection for promotion, schools, or assignment. Information concerning enrollment in EFMP or any of the data used in the program is not made available to selection boards.

#### **Are Department of the Army Civilians required to enroll?**

Department of the Army Civilian employees do not enroll in the program. However, they must identify dependent children with special education and medically related service needs and Family members with medical needs each time they process for an assignment to a location outside the United States where Family member travel is authorized at Government expense.

## **Screening**

A Soldier's EFMP enrollment is considered during the assignment coordination process. If that assignment is to an overseas location and the Soldier requests accompanied travel, then each Family member requires EFMP screening before travel, even if the Family member is already registered in the EFMP.

Many times, the screening simply acts as a process to confirm that the special need still exists or provides an opportunity to update the status of the special need if it has changed. If the Family member is not registered, the EFMP screening process may result in the identification of an Exceptional Family Member (EFM) and enrollment in the EFMP.

## **Household Goods**

Don't ship Household Goods (HHG) until you have received Command Sponsorship for your EFMP Dependents. Many locations, especially those overseas, don't have the facilities to care for Exceptional Family members, and will deny Command Sponsorship / Dependent travel. In these cases, the Installation will often assign you to government quarters/barracks that cannot accommodate all of your HHGs. Once shipped, there is no option to redirect your HHG to your Dependent's location, or store your excess HHG, at Government expense. You become responsible to pay for return of the HHG to your Dependent's residence, or to find off post storage at your own expense.

## **E-EFMP Resources**

Learn how to effectively navigate E-EFMP with ease! You will find a library of tutorial videos and step-by-step guides for performing different actions in the system, from submitting an enrollment for the first time to using your administrative dashboard at <https://efmp.army.mil/EnterpriseEfmp/Training>.

## **Passports and Visas**

Once Family members are approved for Command Sponsorship and Soldier's PCS Orders includes each dependent's name, immediately apply for a No-Fee Passport for each dependent.

### **No-Fee Passport**

Prior to traveling, dependents who are U.S. citizens must apply for a No-Fee Passport at TMO or the Passport Office on post. Documents must be original or certified (non-U.S. citizens must apply for a country-of-origin passport.) Bring:

- Military ID Card & PCS Orders
- ORB/ERB (newborn passports)
- Soldier's ID (back/front copy)
- DS-11 or DS-82 (w/ passport)
- Birth, Naturalization or Citizenship Certificate
- Name Change Documents (Marriage/Divorce decrees)
- 1 Recent Passport Photo
- Current & Expired Passports

- Both parents must be present or have a notarized DS-3053 **\*Process can take 8 or more weeks.**

### **Tourist Passport**

With a U.S. Tourist Passport, you are allowed to stay no more than 90 days in Germany. Tourist Passports are required for leisure travel outside of the host nation. Apply for a Tourist Passport prior to leaving the U.S. (apply off post). NOTE: Use your No-Fee Passport + Visa to travel between your host nation & U.S. That's what it's for! Visit [www.travel.state.gov](http://www.travel.state.gov) for:

- Tourist Passport application
- "Travel Alerts & Warnings" for each country
- Smart Traveler Enrollment Program (STEP) so that embassies can contact you in case of an emergency

### **Unaccompanied Baggage and Household Goods**

#### **Unaccompanied Baggage (UB)**

This is an air freight shipment. These are the smaller household electronics, appliances, and household goods you will want to bring with you so that you get them just as you move into your new home overseas. It takes about four weeks to ship your UB and about four weeks to find housing if you are approved for private housing. Consider packing these items in your UB-  
Kitchen: dishes, pots/pans, mixing bowls, casserole dish, cutting board, chopping knife, silverware, strainer, wine/beer opener, paper towels, Tupperware, cooking utensils, kitchen towels; Bath: rugs, towels, washcloths, hand towels, workout towels, toilet paper, plastic/cloth shower curtains (even if not necessary because if you live in a place with an AC unit in a hallway, you can hang up the curtain in the doorway to keep the cool air inside the hall/bedrooms); Bed: pillows, sheets, mattress cover, rugs, clothes, hangers; Pro Gear: specialty books, uniforms, and equipment (Pro Gear doesn't count against weight allowance); Other: bicycle (a must for getting around easily) and gear, dual voltage electronics (e.g. smaller TV & DVD player).

#### **Household Goods (HHG)**

Be sure to:

- Be specific on your inventory forms. If it is not listed specifically on your mover's inventory form, it does not exist. Create an inventory of all valuable household goods (include item, brand, model, serial number, etc.) prior to packing day. Provide your packer who will be filling out the inventory forms with your inventory sheet and explain that you want all your valuable items listed on the inventory prior to signing off on their sheet.
- Take pictures and videos of HHG; state the day and date on your video or show the date on pictures.
- Packing Day: Organize valuable items in one area and explain that all of those items must be listed on inventory sheets in order for you to sign off on your paperwork. List any damage done to your home or property during packing before signing paperwork.
- HHG Insurance: Find out what coverage is provided by HHG, UB, and storage providers. Follow up with your insurer to ask about any additional coverage they recommend for your goods. Have an issue on moving day? Contact Transportation.

## **Community Mail Room**

While stationed here at Hohenfels, you will be issued a Community Mail Room (CMR) box (post office box) with an APO address that you will use to send and receive mail. Sponsors can set up your mailbox 30-days out of arrival with a copy of your orders. Always check with the customs regulations if you have any doubt about authorization to ship or receive certain goods. If you already have a CMR address from your sponsor here at Hohenfels and wish to send items ahead, please reference online U.S. Customs requirements of what you can/cannot ship at:

<https://www.bavariannews.com/what-you-cant-send-through-an-apo-in-germany-and-why/>  
<http://stationedingermany.com/living-in-germany/all-about-the-apo/>

## **Receiving Mail**

You will receive an email notification when you have a package. Simply show your military ID at the pick-up window during open hours to retrieve your package.

Bldg. 328 Tel: 09641-70522-4398 Mon- Tue, wed, Friday CMR 1000-1645 Thursday 1200-1645  
Open on USAREUR training and German holidays. Closed on U.S. Federal holidays.

## **Out-going Mail**

Bldg. 327 Tel: 522-7186 1000-1600 Thursday 1200-1600 Open on USAREUR training and German holidays. Closed on U.S. Federal holidays.

Example of CMR mailing address: First Name, Last Name CMR 414 Box XXXX APO, AE, 09173

## **Housing**

Get all your housing questions answered online at:

<https://home.army.mil/bavaria/index.php/housing> Facebook: USAGBavariaHousing

- Location: Hohenfels, Bldg. #'s 83 & 85
- Hours of operation: Mon-Wed, Fri, 7:30 - 11:30 a.m. & 12:30 - 3:30 p.m.; Thu 12:30 - 3:30 p.m.; closed on US and German holidays
- Appointments: The housing office operates by both appointments and walk-ins. Please use the numbers below to ask for an appointment.
- Army Family Housing/Assignment & Termination: DSN 522-8513, CIV 09472-708-8513
- Housing Services Office/Private Rental: DSN 522-8516/8517/8518/8519, CIV 09472-708-8516/8517/8518/8519
- Unaccompanied Personnel Housing (UPH) DSN 522-8509/8510, CIV 09472-708-8509/8510

Make sure to have your sponsor reach out to Housing Office as soon as you have your orders. If available, housing can be offered prior to your arrival. Please be aware that Government-leased homes are mandatory if available prior to any private rental (Active Duty). Homes are located on base and in many neighboring German towns. There are many YouTube videos of Government leased housing to get more of an idea of what housing will be like for you and your family.

Civilian employees (DACs) and DoDEA will be supported at the Housing Services Office (HSO) for private rental housing. HSO must review any lease prior to signing. HSO can only support Contractors on a space available basis, by providing an address for house viewing, and a bilingual rental contract and condition report.

## **Housing Frequently Asked Questions**

***Q. When can I be placed on the waiting list for Housing?*** Service Members on orders from CONUS to the Bavaria community can be placed on the waiting list 30 days before their reporting date. Service Members on orders from OCONUS to the Bavaria community (including COT) can be placed on the waiting list 60 days before their reporting date.

***Q. What do I need to bring to register with Housing?*** All orders (PCS, Pinpoint, Command Sponsorship, Joint Domicile, Amendments, TDY enroute, etc.) and Leave/Absence Request Form (formerly DA31).

***Q. What is my eligibility date, and how does that affect my place on the waiting list?*** Your eligibility date is determined by the date that you sign out of your losing installation. Sponsors will not be placed on a waiting list at the gaining installation prior to the soldier signing out at the losing installation. Soldiers must sign in at the new gaining station before assignment is made. The Leave/Absence Request Form (formerly DA31) will indicate date the Service Member signed out of the previous duty station. Other methods of establishing eligibility are the effective date of Command Sponsorship, date of application, or through an approved Exception to Policy. A family can be displaced by another family that has a higher eligibility date (signed out prior on leave) Example: John Smith signed out on leave on 01 May and signs in to the new unit 30 May. 1 May is the eligibility date. If Jane Doe signs out 20 April and signs in on 4 June, by regulatory guidance this family will be moved ahead of the family that arrived on 30 May ONLY if families are on the same designated category listing.

***Q. Will I be placed on the waiting list for Government Quarters prior to establishing eligibility?*** No, you must have Concurrent Travel of approved family members reflected on PCS orders, with any amendments, or approved Command Sponsorship.

***Q. Where can I live?*** Family Housing for U.S. Army Europe is 100% mandatory assignment to government-controlled/leased quarters on/off post. Grafenwoehr and Vilseck are a paired community. You will be housed within a 30-minute radius of the post that you are assigned to.

***Q. Can I choose to live in a Private Rental?*** We have a mandatory assignment to Government Quarters. When there are no units projected to be available within 60 days, a Certificate of Non-Availability (CNA) may be authorized to seek housing on the economy. Housing Office cannot issue any CNAs prior to Service Member's arrival to Bavaria and in-processing with Housing Office.

***Q. Is there a waiting list for off-post Private Rental Housing?*** No, privatized housing will be available in a listing presented to you upon your visit to HSO.

***Q. What are my housing entitlements for off-post private rental?*** Service Members who are eligible for private rentals are entitled to Overseas Housing Allowance (OHA), a separate utilities allowance, and a one-time Move-In Housing Allowance (MIHA).

***Q. What is OHA?*** OHA is Overseas Housing Allowance. OHA is based on Service Member's pay grade and dependent status (with or without). Visit <http://www.defensetravel.dod.mil/perdiem/ohaform.html> to find out your rate.

***Q. What is Move-in Housing Allowance?*** The MIHA is a lump sum flat rate that you will receive upon moving into a private rental. This allowance helps offset expenses incurred when first setting up your household such as cable, phone, etc. <http://www.defensetravel.dod.mil/perdiem/faqoha.html>

***Q. What is Temporary Lodging Allowance (TLA)?*** Temporary Lodging Allowance offsets the higher costs of hotel stays and meals. Rates may be checked by visiting <http://www.defensetravel.dod.mil/perdiem/perdiemrates.html>

***Q. How do I know whether I am eligible for TLA?*** Incoming Service Members with family on concurrent travel orders are eligible to receive TLA. Single Soldiers in the grade of E-7 and above and O-1 and above may also be entitled to TLA. Concurrent Families residing with a friend/relative are not entitled to TLA. All eligible incoming Service Members must be signed into their gaining unit prior to receiving TLA.

***Q. What is the wait time for Housing?*** The average wait time for Government quarters can range from 4-6 weeks, 30-60 days. These averages may vary during high PCS seasons. They also may differ from waitlist to waitlist as well, depending on the Service Member's rank and family size or composition.

***Q. When may I bring my family overseas?*** With Concurrent Travel, the family is authorized to travel with the Service Member. With Deferred Travel and approved Command Sponsorship, the Service Member must wait until he/she has signed for a house before sending for the family. Once the Service Member has signed for the house the travel authorization for the family members will be issued. Please note that BAH in the U.S.A. will stop the same day your house in Bavaria is signed for.

***Q. What if I just bring my family over on my own without authorization for family travel?*** You will not be entitled to TLA, so any expenses incurred (hotel stays, flights, etc.) will be at your own cost and will not be reimbursed.

***Q. Who is eligible for government housing?*** Service members must be on a 36-month tour to be eligible for Government leased or controlled quarters. Soldiers must have 12 months remaining on their tour to apply for quarters as well as six months left on their tour to sign for quarters. Family members must be command-sponsored or on concurrent travel orders.

***Q. Can I lose my original eligibility date?*** Yes, applications must be made within 30 days of arrival or receipt of command sponsorship to maintain your eligibility date. Beyond 30 days, or Soldiers making changes, the effective date on the waiting list will be the date of the application. Also, if a soldier declines government quarters the eligibility date will be the date of declination.

***Q. I am on an unaccompanied tour. How may I change the status to accompanied?*** You will need to submit a request for Command Sponsorship through your S1.

***Q. What is Concurrent Travel?*** Concurrent Travel allows your family to accompany you to your next permanent duty station. Your PCS orders should reflect “Concurrent Travel” and MUST show the family members names.

***Q. What does Deferred Travel mean?*** Deferred Travel is when your family is not authorized to travel with you due to approval delays with your family’s travel. You will have 120 days to bring your family over after the travel orders have been issued (BAH stops on 121st day). TLA is not authorized.

***Q. If we do not want to live in Government Housing, do we still have to wait the 60 days for the non-availability statement?*** No, this will not be a reason to receive a CNA to live on the economy. There is a mandatory assignment to Government controlled/leased quarters. If you decide to sign for a private rental without permission from the Housing Office, you will not be entitled to OHA/MIHA and all expenses incurred will be completely out of your own pocket.

***Q. How long can I keep the Government furniture once I have signed for it?*** Government furniture can be kept for up to 90 days. When you would like to schedule a pick-up of the Government furniture you must visit the Housing Office. If you would like to request Government furniture delivery in the event of a PCS/ETS you will need to visit the Housing Office with your PCS orders. Government furniture for out-going Service Members is authorized for 60 days.

***Q. How are the sizes of the bedrooms compared to bedrooms stateside?*** Typically, the bedrooms are smaller on upper floors due to the roof/ceiling being slanted, making it difficult to situate bulky and taller furniture in some rooms.

***Q. How many bathrooms are in the quarters?*** 2-bedroom homes have 1 ½ bathrooms, 3-bedroom homes have 2 ½ bathrooms, four bedrooms have 2 ½ bathrooms, and five bedrooms have 2 or 2 ½ bathrooms depending on the floor plan.

***Q. Who controls the heating thermostat in the quarters? Is it the individual tenant or housing?*** For government-leased quarters, the individual tenant does so. For government-controlled quarters (on- post), the government turns the heaters on and off due to the seasons.

***Q. Can I use my appliances, TV, and computer?*** Yes, most of our government quarters are equipped with dual voltage. We do have a few government-leased quarters that are not dual voltage. It is not recommended to bring personal appliances such as washer, dryer, refrigerator. These items should be left in storage back stateside. Government controlled and eligible private housing are authorized these appliances upon occupancy.

***Q. Where are the DODEA schools located?*** In Hohenfels, DODEA elementary and high schools are located on post, and school buses operate from many towns in the surrounding area.

***Q. Where do single unaccompanied SSG live?*** Unaccompanied E6 and below are to reside in UPH (barracks). They are not authorized to reside in either government quarters or privatized housing. However, single E6 (no dependents) can be authorized to live in privatized housing under certain prerequisites. Please contact the Housing Office if you are a single E6.

***Q. Who do I call in order to place a work order for general maintenance/repairs, etc.?*** Please use the ARMA app (<https://www.armymaintenance.com/arma>) for submitting work orders, if

you live in Government leased housing and for all Government-loaner appliances. In addition, Grafenwoehr has a work orders phone, DSN 526-4379, CIV 09641-70-526-4379. For both Hohenfels and Grafenwoehr out of hours emergency work orders hotline, call DSN 526-0115, CIV 09641-70-526-0115. Work orders in private-rental homes that are not pertaining to Government-loaner appliances need to be addressed directly to your landlord.

***Q. How long can a guest stay in my quarters?*** Per calendar year, a non-dependent may visit for a period no longer than 90 days. Requests must be submitted through the Chief of Housing and must be approved by the Garrison Commander as well as with local authorities.

***Q. How many pets are allowed in Government-Controlled Quarters?*** In accordance with local policy as well as regulatory guidance, you may bring two pets: two cats/two dogs/ or a cat and a dog. This is a strict policy followed by USAG Bavaria. Domestic pets are not authorized in Unaccompanied Personnel Housing (no exceptions possible). If a family has more than two pets, they must submit an Exception to Policy (ETP) for approval for an additional animal. Exotic animals are not permitted.

***Q. Are there restrictions on what type of dog I can have in Germany?*** Yes, in accordance with host nation laws, there are two class types of canines: Class I and II. Class I canines: Pit Bull Terrier, American Staffordshire Bull Terrier, Tosa Inu, Bandog, and any dog mixed with Class I. Class I canines are prohibited from entering and residing in Government Quarters within Germany. Any mixed breeds containing bloodline of Class I are also prohibited. Any Soldiers or DoD Civilians owning a class I canine will have to move it from Bavaria immediately with no exceptions, at your own expense. Class II canines: Alano, American Bulldog, Bullterrier, Bullmastiff, Cane Corso, Dogo Argentino, Dogue de Bordeaux, Fila Brasileiro, Mastiff, Mastino Espanol, Perro de Presa Canario (Dogo Canario), Perro de Presa Mallorquin, Rottweiler, and any dog mixed with Class II.

There are specific restrictions regarding Class II Canines. These may be owned and brought into Bavaria, provided that the dog has a temperament test, at owners' personal expense, and are certified as peaceful by an authorized German Veterinarian. Any dog that fails this test will be classified as Class II and must be removed. Class II Canines must be registered at the Office of Law and Public Order (Ordnungsamt) of their local community with post veterinary clinic. Failure to register may result in a large fine and other sanction. Bullterrier may not be imported into Germany from the States or any other country. All Soldiers/DoD Civilians who acquire a Bullterrier domestically from a seller in Germany must fulfill the Class II dog requirements.

***Q. Where can we see pictures of homes?*** We have several albums of homes on our Facebook page, USAG Bavaria Housing. We also have homes and some example floor plans on the AHOUS website that can be found by visiting <https://www.housing.army.mil>. Please select Bavaria: Hohenfels. Service Members receive pictures of the home along with their housing offer.

***Q. Does rank matter when assigning a home?*** Yes. You are placed on the waiting list according to rank and bedroom requirements. The ranks are broken down into categories: Field Grade: O-4 through O-5, Company Grade: O-1 through O-3, Senior Enlisted: E-7 through E-9, Junior Enlisted: E-1 through E-6. Homes are also designated for certain ranks.

***Q. How many offers can I get?*** When possible (based on availability), you will receive two offers to choose from. If it is not possible to receive two offers at the same time the following will apply: The Service Member will receive the first offer. If you decline that offer, then your eligibility date will change to the date that you declined, and you will be moved to the bottom of the waiting list to wait for a second offer. If you decline your second offer, your TLA will be terminated, or you are not eligible for TLA on arrival. Your eligibility date will change, and you will be moved to the bottom of the waiting list. At this time your COC may be informed of the situation.

***Q. Can I give a preference to where I live?*** Depending on Housing wait times at the time of your arrival, a preference may or may not be considered.

***Q. I have a problem with my neighbor. Who do I contact?*** If you cannot solve the problem by speaking with the neighbor yourself, then you need to contact the Area or Building Coordinator. If you are unsure who your area/building coordinator is, you can ask the Housing Office.

***Q. If my spouse becomes pregnant and we need a bigger house what is the process?*** You will need to come to the Housing Office with a statement of pregnancy from a doctor that has the due date. We will then place you on the waiting list with an eligibility date of the day you apply. The move will be at your own expense per AE Suppl 1 to AR 420-1.

## **School**

### **What You Need to Know About School Registration**

To register to attend a DoDEA School the following age requirements must be met.

A child must be:

- four years old by September 1 to attend Prekindergarten (PK) or Sure Start.
- five years old by September 1 to enroll in kindergarten.
- six years old by September 1 to attend first grade.

The official website for DoDEA's student registration and school communication is the DoDEA Student Information System (DSIS) at <https://dodeasis.myfollett.com/aspen/logon.do>. At present, DoDEA is not associated with any other third-party vendors or applications for these services.

### **Registering for a DoDEA School Using DSIS**

DoDEA Student Information System (DSIS) online registration is currently available for families registering in schools serviced by Department of Defense Education Activity (DoDEA). DSIS online registration reduces manual forms and makes it easy for parents to register their child for school.

DoDEA parents are also required to annually re-register their student(s). Schools will notify parents when it is time to re-register their students. During this process, parents will be able to update contact information, update Sponsor's employment status, and indicate whether their student will return for the upcoming school year.

**Universal Prekindergarten:** As a condition of enrollment, all universal prekindergarten students are required to participate in the Student Meal Program, and sponsors are responsible for any daily costs associated with meals. (This does not apply to Sure Start, half-day

prekindergarten, and preschool students receiving special education services who are not enrolled in universal prekindergarten.)

**DoDEA recommends completing the online registration process using a desktop or laptop computer.** The online registration process may not work on a mobile device.

If you already have a DoDEA Family Portal Account.

- Click on the Login to Family Portal button
- Log in with your username & password.
- Once logged in, read the Announcement to get started.
- Click the initiate button in the “New Student Registration” box to complete the DoDEA registration process.

If you **Do Not** have a DoDEA Family Portal Account.

- Click on the Login to Family Portal button.
- Click "Request an account" ONLY if you are registering a student(s) in DoDEA. If you have students currently in DoDEA, you already have a DoDEA Family Portal account.
- Select "I am a parent/guardian registering my child online".
- Follow the prompts to complete account setup.
- Log in and read the Announcement to get started.

### **Overseas Department of Defense Schools, DoDEA Europe and DoDEA Pacific and Cuba**

Eligibility to attend DoDEA Europe or DoDEA Pacific schools is outlined in Section 921-932 title 20 U.S.C. and DoDEA Administrative Instruction 1344.01, Eligibility and Enrollment Requirements for DoDEA Schools.

The Department of Defense Dependents Schools (Pacific and Europe) and Cuba was established to provide high quality education for authorized dependents of DoD personnel assigned overseas, and to provide enrollment on a space-available, tuition-paying basis for others identified and prioritized by the Secretary of Defense

### **Enrollment Categories**

Qualified dependents are authorized to enroll in one of four enrollment categories based on the request of the sponsor. Dependents in enrollment category 1 receive first priority, all others are enrolled on a space-available basis in priority of category of enrollment.

### **Revalidation/Re-registration**

Revalidation of the student's registration for the next school year starts in the spring.

- If the sponsor's DEROS/PRD has expired by September 1, extension orders (IPCOT, R.A.T., Command Letter) are required.
- If the sponsor's DEROS/PRD is indefinite, proof of continued overseas assignment is required.
- If the sponsor is a locally hired DoD civilian, current year certification of employment from the servicing HRO and a copy of notification of personnel action (DA 3434 and SF 50) is required.

Once Eligibility has been established you will need to submit the necessary documentation for proof of Eligibility.

### **New Students**

New students registering for enrollment in DoDEA Europe are required to provide verification of the following:

- Date of Birth
- Dependent Status
- Active-Duty Status of Military Sponsor or Employment Status of Civilian Sponsor
- Status of Defense Contractor Sponsor and Central Billing Letter
- Status of non-DoD sponsor (other Federal Agencies)

### **Hohenfels Elementary School**

Registrar: +496111435452187 / Email [HohenfelsES.Registrar@dodea.edu](mailto:HohenfelsES.Registrar@dodea.edu) / Website: <https://hohenfels.dodea.edu/>

### **Hohenfels Middle High School**

06111-43-545-2194 / Email: [Attendance.HohenfelsMHS@eu.dodea.edu](mailto:Attendance.HohenfelsMHS@eu.dodea.edu) / Website: <https://hohenfelmhs.dodea.edu/>

For more information, visit: Europe Region | DoDEA (<https://www.dodea.edu/registration/europe-region>).

### **Child & Youth Services**

Child and Youth Services (CYS) provides programs and services for children of eligible military and civilian families. Within CYS you will find something to meet your children's needs, including:

- Full, part-time, or hourly child care
- Before/after school care
- Camps
- Programs for middle school and teen youth
- Instructional classes
- Workforce preparation opportunities
- Sports and fitness activities

**Parent & Outreach Services** offers registration, enrollment, records transfer, parent education classes and babysitter training and referral services for families with children up to 18 years old. Hohenfels, B10 - CIV 09472-708-2078 DSN 522-2078; 522-2082

**Child Development Center (CDC)** is the on-post childcare center that offer full-day, part-day and hourly care for children in nationally accredited environments. Hohenfels, B111 - CIV 09472-708-4706 DSN 522-4706; 522-4707 Family Childcare (FCC) is a childcare option offered in authorized military family housing and qualified civilians working as independent contractors. Tower Barracks, B539 - CIV 09641-83-7684 DSN 475-7684

**School Age Center (SAC)** offers before and after school programs and summer care and camps during school vacations for children ages 6-12. Hohenfels, B112 - CIV 09472-708-2822 DSN 522-2822 Youth Center (YC) offers comprehensive, supervised program options; and affordable, quality services that are easily accessible for eligible youth ages 11-18. YC also offers after school activities, trips, and Youth Sponsorship Program. Hohenfels, B72 - CIV 09472-708-4492 DSN 522-4492; 522-2159

**School Liaison Officer (SLO)** assists families in communicating with schools regarding education, school issues, military transitions and more. Hohenfels, B10 - CIV 09472-708-2082 DSN 522-2082 Dialed From US: 011 49 9472 708 2082

**Youth Sports & Fitness Programs** offers developmentally appropriate opportunities with individual and team sports, skill building clinics, nutrition and health classes to develop life-long healthy habits for ages 3-18. Hohenfels, B317 - CIV 09472-708-2558 DSN 522-2588

**SKIES Unlimited** has a variety of instructional classes for children 5 months to 18 years old in areas like sports, life skills, arts, recreation and many more. Hohenfels, B317 - CIV 09472-708-2063 DSN 522-2063

### **Child & Youth Services (CYS) Registration**

- If you are using CYS in your current installation, have files exported at local Parent Central Services (PCS) before arrival to Hohenfels. Please know which email address your current PCS used to export files.
- If you are not using CYS in your current installation, but will use CYS in Hohenfels, pre-register by creating an account at <https://webtrac.mwr.army.mil/webtrac103/wbwsc/hohenfelscyms.wsc/wbsplash.htm>
- Interested in receiving care through Hohenfels CDC or SAC? Make request through [www.MilitaryChildCare.com](http://www.MilitaryChildCare.com). There is a waitlist for CDC/SAC programs.

Note: If possible, please complete a CYS Health Assessment/Sports Physical before arriving, as the Hohenfels Medical Clinic has limited appointments.

Parent Central Services (PCS)

Contact: DSN: 314-522-2078/2080 or Dialed From US: 011 49 9472 708 2078/2080

Email: [usarmy.hohenfels.imcom-fmwrc.mbx.cys-cer@mail.mil](mailto:usarmy.hohenfels.imcom-fmwrc.mbx.cys-cer@mail.mil)

## **Arrival**

### **Travel**

***How will you get to Germany?*** There are two ways you will arrive in Germany: Patriot Express or commercial flight.

#### ***Patriot Express***

Patriot Express is the military airline, and it will fly you from Baltimore to Ramstein Gateway in Germany. The Transportation office will take care of finding your flight to Baltimore. When you arrive in Ramstein, an Airman will brief the de-boarding procedures. After deplaning, the staff will give a quick brief, and you will fill out paperwork. Please ensure you have copies of your

approved leave request from IPPS-A, and Military Orders. DO NOT give them your only copy; you must have duplicates. After completion of the brief and paperwork, you will head downstairs. Have your no-fee passports and all ID cards readily available for you, your spouse, and your children. You will proceed to collect all your luggage (and pets); sit through a short brief; and then, head to a local hotel for the night. In the morning, around 9 a.m., you will board a bus and be driven to Grafenwoehr, stopping at McDonald's for lunch, about halfway through the ride. Pets will be required to stay underneath the bus in their cages.

Pet owners arriving at the Ramstein Passenger Terminal may be assessed a €55 Euro veterinarian examination fee in accordance with European Union Ordinance #998/2003. The fee will be charged per household, not per pet. This fee is not reimbursable on traveler's orders and will be payable by credit card only. The vet will not accept cash. For more information regarding the examination fee, contact the Kaiserslautern Veterinary Clinic at +49 631-34064444 or DSN 314-493-4444. If there is no staff on site after your arrival, then, ensure you register with your vet at your duty station. The Hohenfels Veterinary Treatment Facility is in building 746, and can be reached at 06381-9464-3470/ DSN 314-590-3470.

Upon arrival at Hohenfels, your sponsor(s) will drive you in their vehicle around post and to your hotel. You can request to stop at the commissary/PX for some essentials. Most hotel rooms have a mini fridge, if not a kitchenette.

### ***Commercial Flight***

If you are eligible for a commercial flight, you will arrive at a commercial airport. (By regulation you will fly into either Nuremberg or Munich, although some people request flying into Frankfurt). You should coordinate with your assigned Sponsor ahead of time to figure out a plan to get to post. Pet owners may be charged a fee at the airport and will need to ensure to register your pet at the vet on base. Information can be found at:

<https://www.facebook.com/HohenfelsVTF> or <http://www.bavaria.army.mil/vetclinic/index.html>

Your sponsor may be authorized to pick you up from the airport, or you could take a shuttle, train and/or taxi to your new post. Keep receipts as you can be reimbursed for these costs. You must have a USAREUR license to rent a car as you are not a tourist and are a command-sponsored dependent according to international agreements. Any car rental costs will not be reimbursed. Please keep in mind jetlag and the amount of luggage to transport when forming your plan.

### **Lodging**

#### **Sunrise Lodge or Off-Post Lodging**



The Hohenfels Army Lodging staff welcomes you to Hohenfels! The lodge provides quality lodging and hospitality services to eligible patrons for all branches. Its facilities are comparable to limited-service commercial hotel standards and represent quality and consistency from installation to installation. The Army Lodging facility at Hohenfels offers 40 guestrooms. Normal business hours are 0800 – 2000 Monday – Friday and Saturday, Sunday, & US holidays 0900 – 1700, DSN: 522-1700, CIV 09472-708-1700.

Room Type Standard | Extended Stay | Family Suite Room Extras AC | Cable TV | Coffee Maker | Clock Radio | Free Wi-Fi | Hair Dryer | Microwave | Refrigerator | Safe  
Amenities Continental Breakfast | Crib | Free Laundry | Ice Machine | Iron & Ironing Board | Smoke Free Facilities

### **Arriving After Hours**

It is our hope that you enjoy your stay in Hohenfels Lodge. If you arrive after normal operating hours, please follow the following to ensure that you will have no difficulty with your reservation, finding your room, or using the resources available to you.

1. Please fill out the registration form and leave it in the safe. This will ensure our reservations computer system is updated with your correct information. If you are a PCS-OUT guest, leave a copy of your Housing Authorization letter and a set of orders in the safe. You will need to get a copy of your TLA Authorization letter from Housing immediately and bring it into the front desk to stamp the memo for you to process your TLA. Check out time is prior to 1100 hours. Failure to check out at such time will result in an additional day's room charge.
2. Please stop the reception desk the next morning to complete all other paperwork. A Sunrise Start breakfast is served Monday – Sunday 0700-1000.
3. There is a Guest Service Directory in your room with instructions on how to use your civilian phone. Be sure to follow instructions using the 0-800 calling card numbers. Wireless internet is available in your room by simply selecting your room number's connection. No password required.
4. If at any time you have trouble accessing your room after hours, please contact us at DSN: 522- 1700 or CIV: 09472-708-1700 or 015223210304, for our after-hours service. Someone will be able to assist you.
5. Emergency numbers are posted inside each building by the phones and entrances.
6. Smoking is not permitted inside buildings, including rooms. Failure to comply with this regulation will lead to a \$200.00 fine and you will be asked to leave the premises.

### **Off-Post Facilities**



Off-post hotels and lodging vary in offerings. You should be prepared to use only 220v for electronics. Rooms may have small kitchens, outdoor access, or on-site restaurants. German hotels typically do not provide soap, shampoo, or any toiletries like toothpaste. You may have to take out your own trash and recyclables.

For a list of off-post hotels, please contact the Sunrise Lodge at DSN 522-1700, CIV 09472-708-1700.

### **Signing In and In-Processing**

Soldiers are given 2-3 weeks to in process and are provided a detailed schedule of in-processing activities. Report to Bldg. 10 for your In-Processing Personnel Record.

Spouses are encouraged to attend briefings, like:

- ACS Newcomer Orientation (CYS, School, Vet, etc.)
- Health Services Briefings
- Briefing on Legal Office, Banks & Dental Care
- Commander's Welcome Brief

## **Getting Settled**

### **In-Processing and Newcomer's Orientation**

Everyone's experience is different, but expect to spend approximately 10-business days to conduct the typical in-processing functions. This time does not include attending the OC/T Academy and household goods. You will enroll in Tricare, meet with housing, settle with finance, transportation, etc. Additionally, expect to attend many classes in Building 10 and receive information from local agencies who will provide a quick overview of services they offer. Soldiers and Family members will have time to take the USAREUR drivers' orientation and exam. You must pass the exam in order to drive a vehicle in Europe. All personnel that plan to drive in Germany are highly encouraged to take the exam on JKO within 60 days prior to arrival in Germany. If you arrived with the exam complete within the past 60 days, you are not required to retake the exam. Furthermore, no driver's testing exists here in Germany for teens/family members who have never had a driver's license. They must have a valid U.S. license to receive a USAREUR license, which means a trip back to the states, take and pass the required examinations, and return.

Take part in a unique and welcoming experience that **Host Nation Orientation** offers. It is mandatory for Soldiers, and optional for Family members but highly encouraged. Show up in tasteful civilian attire and attend a class given by ACS on living in Germany. The first portion of the class is in the classroom. Soldiers and Family members take a bus to the Parsberg Bahnhof, where they will ride a train to Regensburg. A guide will give you a tour of the city, and teach useful information about the town and German customs. Remember to bring at least €20 for the train ticket and lunch per person. On days with no scheduled classes, you will continue unit in-processing and personal/unit requirements, as necessary.

## **OCONUS PCS Travel Allowances**

Travel Allowances- Keep the Receipts! During in-processing, the Service Member will fill out a Travel Voucher for DLA, Travel Per Diem, reimbursable expenses, and TLE. Funds are direct deposited in 10 days. Reimbursable expenses could include flights, mileage to the airport or pre-approved excess baggage fees. Expenses associated with pet travel (vet, passport, pet hotel fees) or rental cars are not reimbursed. Keep all receipts.

Government Travel Charge Card (GTCC)- All Soldiers on official government travel will be issued a GTCC for permissible travel expenses. Before PCSing, Soldiers should consult the unit's travel card manager for details. GTCCs may not be used while on leave status during a PCS. There is no interest for 60 days on GTCCs. In most cases, you will be reimbursed in time to pay GTCC bill within 60 days.

## **USAREUR License**

To take advantage of the process, Service Members and DOD Civilians should use their Common Access Card, also known as the CAC. The online process allows Service Members and their Family members to complete the U.S. Army Europe Privately Owned Vehicle orientation, and test prior to arrival to USAG Bavaria from the comfort of their own home. Service members, Civilians, contractors, and Family members must have a U.S. Forces Certificate of License or a temporary license while operating any USAREUR plated vehicles. Failure to do so could result in a citation and the assessment of one point.

Family members can take the course without a CAC. Visit <http://jko.jten.mil> and click "Non-Government Personnel/Sponsored Account Registration." Fill out the applicant and sponsor information and submit. Accounts take approximately 24 hours to process after receipt from the sponsor. APPLICANT: Enter your sponsor's contact information in the section. The sponsor is a U.S. Military or Federal Government Civilian that can validate your need for a JKO account. Your Sponsor MUST have an email address that ends in .gov, .mil, ndu.edu, nps.edu or dodea.edu. Your sponsor cannot be a Contractor. Family members should receive an email notification with account information and login instructions. If not, contact the sponsor to ensure he or she has verified the request. Then, follow these instructions: Go to <http://jko.jten.mil>

- Under Course Catalog, ensure the "courses" tab is selected.
- Select "USA" from drop down.
- Enter 007 in the course number field. Click search.
- Take USA-007 "U.S. Forces Driver's Training Program for Europe."
- Take exam USA-007-B "U.S. Forces Driver's Training Program for Europe"

Print certificate and take it to Drivers Testing Station (46 Kennedy St., Mon-Fri 0730-1200 & 1230-1530). After two working day waiting period, your test scores are in the USAREUR system.

You will then fill out an application form 190-1T, take an eye test, and pay a fee for the USAREUR driver's license. The current fee is \$30, payable with credit or debit card. You will receive a temporary driver's license on site. You will receive your license in your APO mailing address within three to four weeks.

## **Your Shipped POV**

### ***We shipped our car. Where do I go to pick up my car when it arrives?***

Pay attention to the tracking number you were given. The status will update when the vehicle arrives at the Bremerhaven port, when it is being shipped to Graf, and when it has arrived. When it says it “arrived,” call the Vehicle Processing Center office to confirm, so you can pick it up. There are several documents you need to bring to pick up your vehicle. The process is explained here: <https://pcsmypov.com/PickUp> You must have temporary plates before picking up your POV from the VPC and a way to display them on your vehicle properly.

### ***What do I have to do after I pick up my car?***

You will have to take your car through the inspection and registration process. It requires several documents. The whole process and all necessary documents are listed here, just click the situation that applies to you:

<https://home.army.mil/bavaria/index.php/Directorates/DES/vehicleregistrationservice> You will also need to get a Rations Card for fuel. You can do this at the shopette or PXs. As U.S. Service members, we are eligible to pay U.S. prices for fuel, instead of expensive German prices, but you must have a Rations Card (also called Esso card). Each vehicle is allotted a certain amount of fuel per month at this price, but if you go over, you can always fill up off post. The only gas station (“Tankstelle” in German) off post that will accept your Rations Card is called Esso. You have to load money on your Esso card before the German Esso station will accept it. You do not have to do this if you’re buying fuel on post. Esso cards are only accepted at German Esso stations, not in other countries.

## **German Phone Service**

There are two main carriers in and around Hohenfels- TKS and Telekom. While TKS cellular works best in Hohenfels, your home may be another story. Depending on your living situation, the internet and cable may already be wired for one or the other service. You can visit the websites for each service to make an informed decision. Options may be different for those in Private Rentals. Be sure to check in with Housing for information on phone and internet services.

Telekom Website: [telekom.de](http://telekom.de) TKS Website: [TKSCable.com](http://TKSCable.com)

## **Banking**

### **International Bank Account Number (IBAN)**

An IBAN is a standard international numbering system developed to identify an overseas bank account. IBAN starts with a two-digit country code; then, two numbers; followed by several more alphanumeric characters. Most businesses/services here in Europe will ask for an IBAN to make payments. On-post you can set up a bank account with an IBAN from either the Community Bank or the Service Credit Union. Information for both banks can be found on the USAG Bavaria app.

There are two financial institutions on post: Community Bank (Operated by Navy Federal Credit Union) and Service Federal Credit Union

The Community Bank offers local-bill pay, currency exchanges, credit card services, and other basic banking services. For more information, visit <https://www.dodcommunitybank.com/home/locations/germany/hohenfels> The Hohenfels Service Credit Union branch is located on Wells Street in Hohenfels. It offers member-tailored lending options including mortgages and auto loans, as well as a selection of credit cards. They also offer savings, checking and business banking services. For more information, visit <https://servicecu.org/locations/hohenfels/>

## **Medical Care**

At Army Health Clinic Hohenfels, you will be an active partner in coordination, communication, and decision making- you are the center of your own personal healthcare team. With the Patient Centered Medical Home (PCMH) model, each patient partners with a team of healthcare providers to develop a comprehensive, personal healthcare plan.

As part of your in-processing brief in Building 10, you will be given an in-processing checklist specific to the clinic that lists tasks to complete. These tasks, listed in order are: Tricare Enrollment, Medical Records, EFMP, Behavioral Health, and Medical Readiness Screening. For in/out processing, you will need four copies of your orders for the clinic staff.

Location: Building 51, 92336 Hohenfels

## **How to Access your Healthcare**

Call the appointment line: CIV 06371-9464-3600; DSN 590-3600 Nurse advise line: 0800-071-3516 available 24/7 Nearest Emergency Room: Asklepios Klinik Burglengenfeld Dr. Sauerbruch Strasse 1 93133 Burglengenfeld Phone number: 09471 705 6110

Military Treatment Facility (MTF) Patient Liaisons are available 24/7 to help you understand how German hospitals and emergency rooms work during your admission or visit. They can help with translation, and ease burden of hospitalizations. Call 0172-7185242 anytime.

## **Dental Care**

Active-duty Soldiers will have full and preferential access to comprehensive dental care. Active-duty Family members will always have access to emergency dental care. Family members who have a need for routine dental treatment like examination, cleanings, and fillings will have 1.) a primary source for access to care by using the MetLife Tricare Dental Program with host nation dentists 2.) may have access to dental care at their local Bavaria DENTAC footprint per space availability and dental readiness of 95% and above. If space is limited, the priority to dental treatments in DENTAC will go to Family Members of deployed Soldiers.

***Where should Family Members see care?*** Active-duty Family members must sign up for Tricare Dental Insurance through United Concordia in order to receive free and reduced-rate care up to a yearly maximum benefit amount. Visit <https://tricare.mil/CoveradServices/Dental/TDP> for more information. Tricare Dental Insurance is not automatic and is not free, but does provide some of the best benefits of any dental plan.

Visit the Hohenfels Dental Clinic for a list of off-post providers, and Dentist's Claim Form if needed. Hohenfels Dental Clinic Bldg. 50, 92366 Hohenfels DSN: 590-3400 / Civ: 06371-9464-3400

### **Army Community Services (ACS)**

The Hohenfels ACS building is the backbone of our garrison. ACS offers almost all necessary services in a "one-stop shop" located in Building 10. It offers a large variety of courses and programs to help you adjust to military life and living in Europe. In Bldg. 10, Financial Readiness, Relocation Readiness, Army Family Team Building, Exceptional Family Member Program, and Employment Readiness Program are offered. ACS also offers German cultural classes and workshops, which will help you get acquainted with the area and local customs.

Phone: DSN 522-4860, Fax: DSN 476-3171 Civ 09472-708-4860 Hours: Monday-Friday 0730-1600 Location: BLDG 10A <https://www.facebook.com/HohenfelsArmyCommunityService>

### ***ACS Lending Closet***

The Lending Closet is here to help! The Lending Closet is in BLDG 10 at ACS. They offer a Garmin GPS that you and your family can use while in processing, and they have the typical loan closet items you may need. Bed linens and car seats are not provided. It has a limited number of pre-made sets of pots, pans, plates, cups, and utensils ready to go. Items can be signed out for 30 days. The below forms are examples of the forms your sponsor will fill out to utilize the Army Community Service (ACS) Lending Closet, available through Relocation Readiness.

### **Self-Help**

The expanded Self-Help Program is designed to use available manpower resources more effectively by encouraging troop units and government housing occupants to conserve utilities, to follow good housekeeping practices, and to perform simple maintenance and repair work (within their capabilities) to supplement the maintenance and repair efforts. No electrical work is authorized except as specified below, i.e., replacing light bulbs, fluorescent tubes, fuses and user preventive maintenance of appliances and kitchen equipment. Check out the list of all items and resources at:

[https://home.army.mil/bavaria/application/files/3915/3926/1062/self\\_help\\_hohenfels.pdf](https://home.army.mil/bavaria/application/files/3915/3926/1062/self_help_hohenfels.pdf)

**Household Hazardous Waste-** Your store is also a drop off point for all your Household Hazardous Waste. The store staff can provide you with a list of these items. Organic waste baskets are located at, or near all quarters on post during the summer months. Organic waste can also be brought to the store, to extend the life of our sanatoria landfill. Organic wastes are leaves, tree branches, and grass clippings.

**We Can Help!** If during your visit, there is anything you need or would like to see in your store, don't hesitate to let the staff know. The warehouse has items that are not stocked in the store but can be obtained if a need should exist. If an item is not in stock, just fill out a want slip, and the staff will call you once the item is available.

Phone: DSN 522-8126, CIV 09472-708-8126 Hohenfels, Bldg. 742 Open: Mon, Tue, Wed & Fri 9 a.m.-noon & 1-3:30 p.m. Thu 1-6 p.m. 9 a.m.-noon & 1-3 p.m. Closed on all U.S. federal & German holidays

## **Value Added Tax (VAT)**

Department of Defense personnel stationed in or TDY to Europe may be eligible to use the U.S. Forces Tax- Relief Program to avoid paying taxes for their personal purchases. You may be able to have the sticker price reduced by extracting the 19% or 7% VAT when making qualifying purchases through a U.S. Forces VAT Office. To find out more information on VAT, visit <https://hohenfels.armymwr.com/programs/vat> or on the USAG Bavaria app. You may also visit the VAT Office in Bldg. 10.

## **Volunteer and Employment Opportunities**

There may be chances that employment is not immediately available for you to pursue while stationed in Germany; however, that does not mean you should stop enhancing your marketable skills. Volunteering provides you with opportunities to enhance your skills and resume and give back to the community. Volunteering also allows you to explore new career fields you may be interested in without committing to a paid employment position.

### **Army Volunteer Corps (AVC)**

Volunteering is a great way to network, learn new skills, and meet new people; all while improving our community. Volunteering also helps keep up professional development and helps keep resumes current. You may attend Volunteer 101 and VMIS training; and Organizational Point of Contact (OPOC) training. Call DSN 522+4860 to sign up.

### **Registration**

Community members interested in becoming a volunteer within the Army Volunteer Corps (AVC) can register at <https://www.myarmyonesource.com>.

- Click on Register (upper right-hand corner) then Join Now.
- Complete the registration information.
- Verify that you select the correct military community - USAG Bavaria for Grafenwoehr and Vilseck communities, USAG Hohenfels, or USAG Garmisch - from the list available. Ensure that you use your CMR address.
- Click continue.
- Verify your Information and click Register at the bottom of the right-hand corner.

### ***The Employment Readiness Program (ERP)***

The Employment Readiness Program (ERP) provides information and referral services on employment, education, training, and volunteer opportunities to give Family members the competitive edge needed to secure meaningful employment. The program hosts classes in Federal Resume Writing, Home-Based Business, Basic Resume Writing, and Job Search Strategies.

Sign up for classes in Building 10A, or by calling DSN 522-4860. You may also send an email to [usarmy.bavaria.id.europe.mbx.acs@army.mil](mailto:usarmy.bavaria.id.europe.mbx.acs@army.mil). Provide: class title, your full name, email address, phone number, and sponsor's rank and unit.

## **Spouse Employment**

An excellent starting point is the USAG Bavaria's Employment Readiness Handbook ([home.army.mil/bavaria/application/files/4315/3926/0973/Employment\\_Handbook.pdf](http://home.army.mil/bavaria/application/files/4315/3926/0973/Employment_Handbook.pdf)). The handbook has scholarship and financial aid resources list, DoD Contractor list, and helpful job search websites. USAG Bavaria's Employment website (<https://home.army.mil/bavaria/index.php/employment>) contains the following resources, through which a spouse may seek employment:

- USAG Bavaria Weekly Job Listing
- USAJOBS.gov
- Commissaries
- AAFES Exchange
- Contract Positions
- Schools/DoDEA Europe
- Military Spouse Preference
- Off-Post Jobs: You may be eligible for a position in the German economy.
- Home-Based Businesses

## **Community Connections and Resources**

### **Garrison PAO**

The United States Army Garrison-Bavaria-Hohenfels welcomes you and your family to the beautiful Oberpfalz, located in Northeastern Bavaria. The United States Army Garrison-Bavaria-Hohenfels is your connection to the local community and provide several services that your family can take advantage of. As part of your assignment, please sign up for Hohenfels Hometown Happenings, an informative document that displays upcoming trips, recreational events and activities, as well as information from local support programs all over post. To sign up, email Christina Wilson at [christina.wilson21.ln@army.mil](mailto:christina.wilson21.ln@army.mil), DSN 522-4294 or CIV 09472-708-4294. Provide your (or your spouse's) name, rank, unit and email(s) you would like the newsletter sent to. You can also email the Garrison PAO distro at [usarmy.bavaria.id-europe.list.paohohenfels@army.mil](mailto:usarmy.bavaria.id-europe.list.paohohenfels@army.mil) with any questions regarding available services. Website: <https://home.army.mil/bavaria> Facebook: <http://www.facebook.com/USAGBavariaHohenfels> Phone: DSN 314-522-1504/1505 or CIV 09472-708-1504/1505

### **Check out the Digital Garrison App**

Within the easy-to-use app, Soldiers, Families, veterans, and Civilians living or working at a Digital Garrison- enabled post can access resources about their local exchange; Army Family and Morale, Welfare and Recreation program; and other services.

### **Private Organizations**

#### ***USO***

USO Camp Albertshof provides services and programs to deployed service in Camp Albertshof and permanent party service members and their families in the Hohenfels military community. USO Camp Albertshof hosts events like Coffee Connections, a social gathering aiming to

strengthen and empower military spouses by connecting them to each other and their communities. It also hosts Auto Connections, an event where enthusiasts of all things motorized to come together to show off rides, meet new people, and talk about upcoming vents.

Amenities at this location include: Multimedia and Gaming- Billiards Board & Table Games; DVD & Blu-ray Players; E-gaming Room; Movie Theaters; Ping Pong; Streaming Services such as Hulu, Netflix, HBO, ESPN; TV and Cable Connectivity- Computers, laptops, and phones Food & Beverages- Coffee & tea; full kitchen; grills; snack bar Rest & Relaxation- Bathrooms, patio, & outdoor Space

Location: USO Camp Albertshof Bldg. 1161 92366, Hohenfels Contact Information: usocampalbertshof@uso.org

### ***Hohenfels Community and Spouses Club (HCSC)***

The Hohenfels Community and Spouses' Club is open to USAG community members. This includes all military ranks, Civilians, retirees, women and men. Joining HCSC is a great way to socialize, gain knowledge, have fun, and make contributions to the other members in the Hohenfels community. HCSC aims to provide the opportunity for its members to participate in social, cultural and creative events, in support of service and community activities.

The HCSC offers many opportunities to volunteer within our community. For more information, visit <https://www.hohenfelscsc.org/>

### ***Thrift Shop***

The Thrift Shop is a major source of proceeds for the HCSC. All the proceeds from the Thrift Store benefit the community you live in. The proceeds help give scholarships and numerous other donations, including the Elementary/Middle/High School, FRGs, Boy Scouts, Girl Scouts, Vet Clinic, and the Auto Crafts Shop. Check out the Thrift Shop for items you may need to get settled in your new home. The Thrift Shop is in Building 344 Academy Road on post; or call at +49 9472 832798.

### ***American Red Cross***

In the event of a family emergency, contact the Red Cross to initiate a Red Cross Message. This service can be used to help military authorities make informed decisions or if the Service Member's family cannot directly contact the Service Member. The Red Cross' role is to independently provide confidential and verified information on emergency situation.

**Training Services and Classes:** Adult and Pediatric First Aid/CPR/AED; Basic Life Support (BLS); Babysitter's Training and Pediatric First Aid/CPR/AED

90% of the Red Cross Workforce are volunteers. If you or your family members are seeking professional development, become a lead and manage a group of volunteers.

**Volunteer Opportunities:** -Administrative -Recognition and Retention -Disaster Action team - Community Outreach -Pillowcase Project and Prepare with Pedro Presenter -Emergency Communications Caseworker -Healthcare Professional Volunteers

**Red Cross Youth Club-** This club offers youths from grades 8-12 opportunities to their community as well as learn skills on leadership and project management.

Contact the Red Cross in Hohenfels: Bldg. 359 Algiers Street DSN: 522-1760/ Civ: 09472-708-1760 Email: [hohenfels@redcross.org](mailto:hohenfels@redcross.org)

## Good to Know

### How to Make Calls

#### *Calls within Germany*

When dialing from a non-local number, you must dial +49 and the number provided without the first zero. You may see phone numbers listed as such: “(0)1521567784.” This indicates the first zero is used when dialing locally only. For ease of use, some Soldiers choose to save all German phone numbers in their phone with the +49-prefix followed by the phone number without the first zero. This helps in dialing when traveling abroad, and does not incur any additional charges on your phone while in Germany.

To dial a military (DSN number from a military phone): Dial all seven (7) digits: XXX-XXXX (Example: Hohenfels 314-466 or 522-XXXX)

To dial a military (DSN number from a civilian phone): Hohenfels: If the DSN prefix begins with 466, dial 09472-708-XXXX (last four numbers after 466).

If the DSN prefix begins with 522, dial 09641-70-522-XXXX (last four numbers after 522). To dial a Hohenfels DSN if you are outside of Germany: +49-9472-708-XXXX or +49-9641-70-522-XXXX.

#### *International calls*

To call the United States from overseas: DIRECT DIAL: 001 +Area code + number (carrier overseas charges may apply) AT&T: OPERATOR COLLECT: 08002255288 (operator will assist) From a DSN line: Dial 99-001 +Area code + number

To call Germany from the United States: Hohenfels numbers (Not DSN): Dial 011+49 + number (without 0 prefix). (Example 011-49- 09472-708-XXXX or 011-49-9641-70-522-XXXX)  
Civilian/cell numbers in the Hohenfels area: Example to call cell number 0152 1234 5687, dial 011+49+(without 0 prefix)-152 1234 5687

To Call: Dial 00+Country Code+Prefix+Number <https://www.countrycallingcodes.com/>

### Car Rental

You must have your Military ID and USAREUR License to rent a car. Enterprise is located on Hohenfels installation behind Military Clothing and Sales. Call: +49 9472 404 (or on the USAG Bavaria App!)

## **Avoiding Culture Shock**

Visit Army Community Services (ACS) for great language services and other tips on adapting more to German culture.

**Silent Sunday-** In Germany, Sunday is “Ruhetag,” or “quiet day.” Shops will be closed everywhere, and neighbors will complain if your noise disturbs their resting day. So, no mowing the lawn, working on noisy projects, etc.

**Lunch Breaks-** Expect banks, post offices and other civil businesses to close at lunchtime. German colleagues generally eat lunch together in big groups and will always take their full hour for lunch.

**Oktoberfest in September-** The Munich Oktoberfest (the most famous beer festival in the world) starts in late September. Don’t worry if you miss it; there are 60 beer gardens in and around the city open all summer.

**Dogs Welcome-** It may surprise you to see that dogs are allowed inside some restaurants. In fact, they are practically welcomed as family.

**Formal Greetings-** Germans like to introduce themselves quite formally and usually shake hands. Additionally, when Germans enter a waiting room at the doctor’s office, or even a gym changing room, they will greet everyone in the room. They will also bid everyone goodbye when they leave.

**Telling the Time-** If you ask a German the time and are told “halb drei” (“half three”), the time is in fact half past two. Germans count the minutes to the next hour rather than after. Be very careful about this when making appointments.

**Learning German-** Although most Germans under 40 can speak English, it can make a huge difference if you learn at least some German. ACS offers a German language course, and you can also sign up for a German course for beginners at one of the nearby Volksschules (Technical Schools).

## **Big Box Stores & Shopping**

In addition to the Exchange, there are a number of stores off-post that can suit your needs. Keep in mind that when shopping off-post, some smaller stores may not accept American bank cards, and so you will need to pay in cash. Euros can be withdrawn from ATMs on base. Also, throughout Germany, most stores close on Sundays.

Grocery Stores: Lidl, Netto, Norma, and Aldi are discount stores. They offer a lot at cheap prices, but you might not find specific items. Edeka is a store more comparable to a state-side grocery store.

## **Helpful links**

**Welcome to U.S. Army Europe and Africa!**

<https://www.europeafrica.army.mil/Newcomers/>

**PCS Pet Preparedness**

<https://www.dvidshub.net/video/891080/pcs-pet-preparedness-720p-no-graphics>

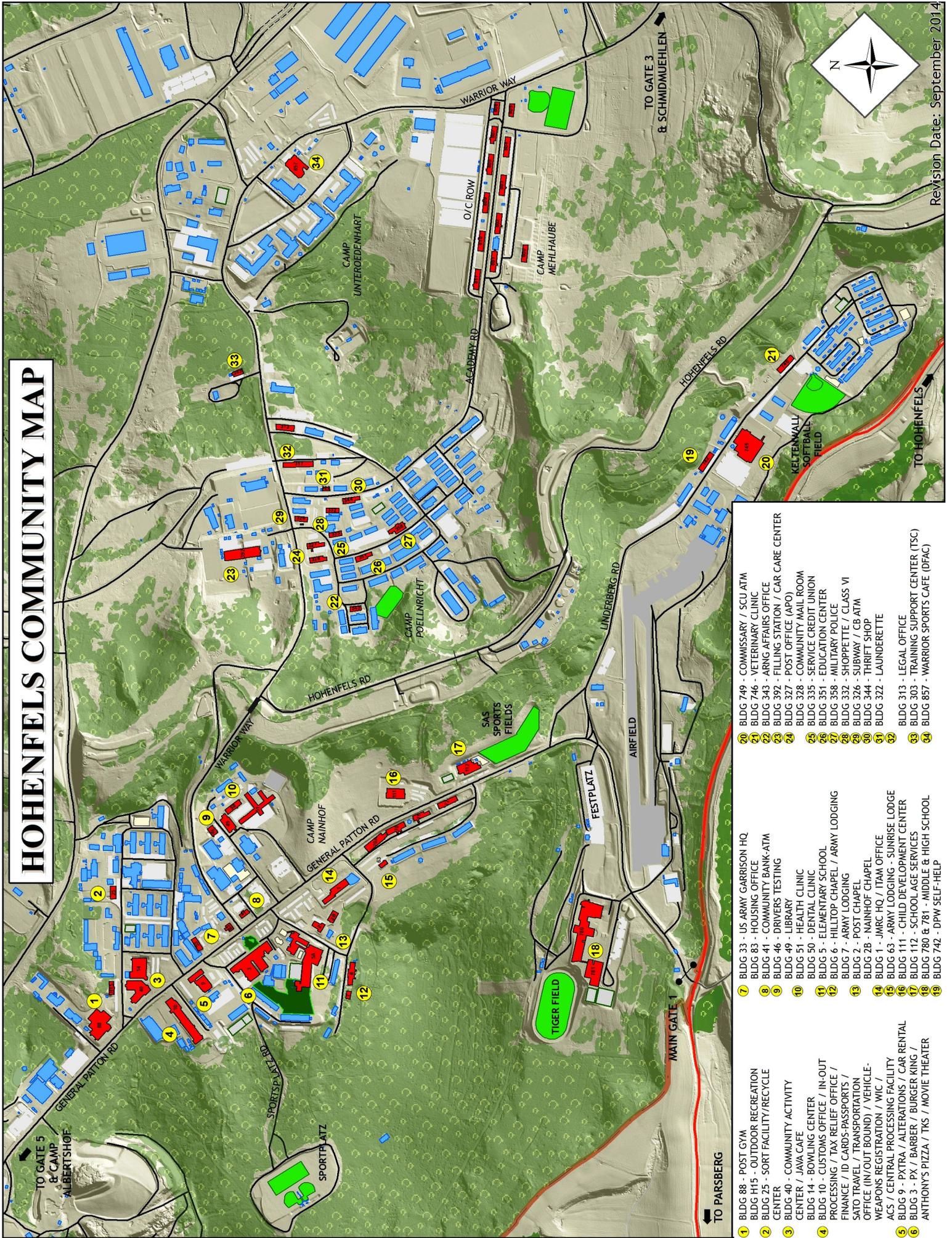
**Vehicle Inspection MD (army.mil)** – Inspection Points, Inspection Requirements (tires, lights, window tint, etc.), POV Ownership Transfers.

<https://www.afsbeurope.army.mil/BASOPS/BASOPS-Maintenance/Vehicle-Inspection-Copy/>

**U.S. Army Garrison Bavaria – Home of 7<sup>th</sup> Army Training Command**

<https://home.army.mil/bavaria/>

# HOHENFELS COMMUNITY MAP



Revision Date: September 2014

- 1 BLDG 88 - POST GYM
- 2 BLDG H15 - OUTDOOR RECREATION CENTER
- 3 BLDG 25 - SORT FACILITY/RECYCLE CENTER
- 4 BLDG 40 - COMMUNITY ACTIVITY CENTER / JAVA CAFE
- 5 BLDG 14 - BOWLING CENTER
- 6 BLDG 10 - CUSTOMS OFFICE / IN-OUT PROCESSING / TAX RELIEF OFFICE / FINANCE / ID CARDS-PASSPORTS / SATO TRAVEL / TRANSPORTATION OFFICE (IN/OUT BOUND) / VEHICLE-WEAPONS REGISTRATION / WIC / ACS / CENTRAL PROCESSING FACILITY
- 7 BLDG 33 - US ARMY GARRISON HQ
- 8 BLDG 83 - HOUSING OFFICE
- 9 BLDG 41 - COMMUNITY BANK-ATM
- 10 BLDG 46 - DRIVERS TESTING
- 11 BLDG 49 - LIBRARY
- 12 BLDG 51 - HEALTH CLINIC
- 13 BLDG 50 - DENTAL CLINIC
- 14 BLDG 5 - ELEMENTARY SCHOOL
- 15 BLDG 6 - HILLTOP CHAPEL / ARMY LODGING
- 16 BLDG 7 - ARMY LODGING
- 17 BLDG 2 - POST CHAPEL
- 18 BLDG 2B - NAINHOF CHAPEL
- 19 BLDG 1 - JMRC HQ / ITAM OFFICE
- 20 BLDG 63 - ARMY LODGING - SUNRISE LODGE
- 21 BLDG 111 - CHILD DEVELOPMENT CENTER
- 22 BLDG 112 - SCHOOL AGE SERVICES
- 23 BLDG 780 & 781 - MIDDLE & HIGH SCHOOL
- 24 BLDG 742 - DPW SELF-HELP
- 25 BLDG 749 - COMMISSARY / SCU ATM
- 26 BLDG 746 - VETERINARY CLINIC
- 27 BLDG 343 - ARNG AFFAIRS OFFICE
- 28 BLDG 392 - FILLING STATION / CAR CARE CENTER
- 29 BLDG 327 - POST OFFICE (APO)
- 30 BLDG 328 - COMMUNITY MAIL ROOM
- 31 BLDG 335 - SERVICE CREDIT UNION
- 32 BLDG 351 - EDUCATION CENTER
- 33 BLDG 358 - MILITARY POLICE
- 34 BLDG 332 - SHOPPETTE / CLASS VI
- 35 BLDG 326 - SUBWAY / GB ATM
- 36 BLDG 344 - THRIFT SHOP
- 37 BLDG 322 - LAUNDERETTE
- 38 BLDG 313 - LEGAL OFFICE
- 39 BLDG 303 - TRAINING SUPPORT CENTER (TSC)
- 40 BLDG 857 - WARRIOR SPORTS CAFE (DFAC)